

Twitter Community Guidelines

Welcome to **Sun Pharma's official Twitter Page**! We are pleased that you've chosen to engage with us and are glad to hear from you. We would like to establish a few guidelines to help everybody get the best from the community.

As we work in a regulated industry, some topics and discussions regarding sensitive topics, products, or treatment options on this page are off-limits.

I) Avoid unacceptable posts

- i) Comments containing profane, defamatory, libellous, offensive, abusive, discriminatory, demeaning, disparaging, threatening, repetitive, and/or disruptive to the community, or are spam (including links), impersonating other people, posting chain letters or pyramid schemes, "spamming" (sending a message more than once), posting or transmitting charity requests or petitions for signatures, and sending unsolicited mass e-mailings, may be removed.
- ii) Sun Pharma has the right to remove comments containing personal, proprietary, or confidential information.
- iii) Comments referencing products – ours or others – will need to be removed since we will not be able to guarantee it represents a fair balance.
- iv) Posts containing product promotion or pitch services will be deleted.
- v) Posts that don't adhere to Twitter's rules and policies will be removed.

There may be a post that does not fall into any of the categories above. Sun Pharma reserves the right to remove content at its sole discretion.

II) Adverse drug experience/side effects & medical advice

- i) In case you have had any adverse drug experience/side effects after taking Sun Pharma medicine(s), you should consult your physician, pharmacist, or other healthcare professional. We encourage you to report adverse drug experiences directly at <http://www.sunpharma.com/sunpharma-adverse-event>.
- ii) Do not use information from the page to replace medical advice. Medical advice will be deleted.
- iii) We recommend sharing as little personal information as possible on our Twitter Page, especially data concerning your personal health should be avoided. Once you choose to disclose your personal information publicly, your privacy can no longer be guaranteed.

Information on this page should not be used as a substitute for a healthcare provider's professional and/or medical judgment.

III) Sun Pharma is not responsible for the views of its community, associated accounts, and external links

- i) The views and opinions expressed by members of this community are not a reflection of Sun Pharma. Sun Pharma does not endorse and is not responsible for information and opinions shared by community members.
- ii) Twitter accounts that Sun Pharma follows or is followed by are not an indication of Sun Pharma's endorsement of these accounts or the content they produce.

iii) We may occasionally share links to outside pages for education and events. However, please note that all other sites are not under the control of Sun Pharma. Sun Pharma is not responsible for the content found within all external links shared, nor the sites themselves.

- Sun Pharma reserves the right to ban users that violate community guidelines or take any action it deems necessary to ensure this Twitter page is not disrupted or abused. Please be aware that fans who continuously and repeatedly break the above rules may be removed from the Sun Pharma follower list.
- Sun Pharma may update the guidelines at any time. Use of the page indicates acceptance of the rules.

Thank you for reading this and following Sun Pharma on Twitter.